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Ontario

June 2004
Chair – Kevin Whitaker

ONTARIO LABOUR RELATIONS BOARD
ANNUAL REPORT
2003-2004

Ontario

June 2004
Chair – Kevin Whitaker

Chair's Message

The past year has been an exciting one for the Board. With a renewed commitment from the Government reaffirming the institutional independence and integrity of the Board, we have been able to move forward on a number of significant fronts.

For the first time in years, the Board enjoys a full complement of Vice-Chairs and Board Members. We have been able to recruit, attract and retain some of the most skilled labour relations specialists in our country. We have the resources, skills and talents to meet our commitments in full.

We have continued to expand our ability to resolve labour relations disputes using alternatives to traditional hearings. We have improved our overall case disposition time – now down to forty-three days and equal to the Board's performance in 1969. We have reduced our costs per unit case and have met or exceeded all of our other performance measurement criteria. We continue to improve our ability to provide relevant and timely, understandable reasons and decisions.

As the foremost labour relations and employment tribunal in North America, we are recognized as a leader and innovator in the business of resolving workplace disputes. We are regularly consulted by other tribunals, Boards and agencies who seek our advice and guidance.

We remain committed to our principal goal – to provide all Ontarians with the best in practical and efficient, workplace problem solving. We understand, as does our community, the critical role that labour relations plays in the maintenance and health of the Ontario economy. We are – all of us - from one end of the organization to the other – up to the task.

We look forward to another year of productive and creative labour relations in Ontario. We welcome and encourage your suggestions, criticisms and comments.

Kevin Whitaker, Chair

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OLRB Annual Report 2003-2004

Ontario

Accountability Statement

The OLRB's Annual Report for the fiscal year ending March 31, 2004 was prepared under my direction for submission to the Minister of Labour in accordance with the ***Agency Establishment and Accountability Directive – February 2000***, as issued by Management Board of Cabinet .

Preface

The Public Accounts of Ontario are the annual financial statements that are prepared in compliance with the requirements of Section 13 of the *Ministry of Treasury and Economics Act*. The Public Accounts consist of the financial report of the Government of Ontario and the financial reports of each ministry. In accordance with the Ministry of Labour's Delegation of Financial Authority Framework, financial authority is delegated to the agency. Each year the OLRB verifies that all its transactions are reflected accurately and completely in the Public Accounts through the execution of a Certificate of Assurance.

The Business Plan of the Ministry of the Labour, which is to be released in the fall of each year, contains the Minister's mission and accountability statements, the consolidated financial/allocation statements of the Ministry and an annual comparison of actual performance results to desired results set out in the Ministry business plan.

As an agency of the Ministry of Labour, the OLRB's Annual Report is subject to the minimum reporting requirements established in the ***Agency Establishment and Accountability Directive***, including:

- financial statements that have been audited or subject to the appropriate level of external assurance;
- analysis of operational performance;
- analysis of financial performance;
- names of appointees and term of appointments
- performance measures, targets achieved/not achieved and action to be taken.

This report covers the fiscal year April 1, 2003 to March 31, 2004.

I Organizational Overview

- Core Business, Legislative Authority, Mandate
- OICs and Staff

OLRB - Core Business

The Board is an independent tribunal mandated to handle a variety of different applications, under a number of different pieces of legislation, including:

- *Colleges Collective Bargaining Act,* R.S.O. 1990, c. C.15
- *Community Small Business Investment Funds Act*, S.O 1992, c.18.
- *Crown Employees Collective Bargaining Act*, 1993, S.O. 1993, c. 38
- *Education Act,* R.S.O. 1990, c. E.2
- *Employment Standards Act*, R.S.O. 1990, c.E.14
- *Environmental Bill of Rights Act*, 1993, S.O. 1993, c. 28
- *Environmental Protection Act*, R.S.O. 1990, c. E.19 which gives the Board jurisdiction under the following legislation:
  - * *Environmental Assessment Act*, R.S.O. 1990, c. E.18
  - * *Environmental Protection Act*, R.S.O. 1990, c. E.19
  - * *Ontario Water Resources Act*, R.S.O. 1990, c. O.40
  - * *Pesticides Act*, R.S.O. 1990, c. P.11
  - * *Fisheries Act*, R.S.C. 1970, c. F-14
- *Fire Protection and Prevention Act, 1997,* S.O. 1997, c.4
- *Hospital Labour Disputes Arbitration Act*, R.S.O. 1990, c. H.14
- *Labour Relations Act, 1995*, S.O. 1995, c. 1, Sch. A
- *Occupational Health and Safety Act*, R.S.O. 1990, c. O.7
- *Public Sector Labour Relations Transition Act*, 1997, S.O. 1997, c. 21
- *Public Service Act*, R.S.O. 1990, c. P.47
- *Smoking in the Workplace Act*, R.S.O. 1990, c. S.13

The Ontario Labour Relations Board (the "Board") was established by section 2 of the *Labour Relations Act, 1948* and is continued by subsection 110(1) of the *Labour Relations Act, 1995*S.O. 1995, C1, as amended. The Board is an adjudicative agency of the Government of Ontario and its staff is appointed under the *Public Service Act.*

The Board is an independent, adjudicative tribunal issuing decisions based upon the evidence presented and submissions made to it by the parties, and upon its interpretation and determination of the relevant legislation and jurisprudence. It plays a fundamental role in the labour relations regime in Ontario and encourages harmonious relations between employers, employees and trade unions by dealing with matters before it as expeditiously and as fairly as reasonably possible.

The Board's primary work is administering the *Labour Relations Act, 1995*, which regulates many aspects of collective bargaining in Ontario. The legislative policy underlying the Act is set out in section 2:

2. The following are the purposes of the Act:

1. To facilitate collective bargaining between employers and trade unions that are the freely designated representatives of the employees.

2. To recognize the importance of workplace parties adapting to change.

3. To promote flexibility, productivity and employee involvement in the workplace.

4. To encourage communication between employers and employees in the workplace.

5. To recognize the importance of economic growth as the foundation for mutually beneficial relations amongst employers, employees and trade unions.

6. To encourage co-operative participation of employers and trade unions in resolving workplace issues.

7. To promote the expeditious resolution of workplace disputes.

With this policy as a basis, the Act confers on the Board the authority over many important aspects of labour relations, including the certification of unions to represent employees, unfair labour practices, successor bargaining rights, strikes and lock-outs, first contract directions, jurisdictional disputes and the arbitration of grievances in the construction industry. In order to carry out this mandate, the full Board is composed of a Chair, an Alternate Chair, Vice-Chairs, and Board Members. These individuals draw upon specialized expertise in labour relations in hearing and determining cases before them. The Board strives to keep its procedures informal, expeditious and fair, and to avoid being overly technical or legalistic. However, it is important to recognize that legal rights are in issue, the statutory framework is often complex, and, these days, it is common for parties to be represented by lawyers.

Under section 114(1) of the *Labour Relations Act, 1995*, the Board has the exclusive jurisdiction to exercise the power conferred upon it and to determine all questions of fact or law that arise. Its decisions are not subject to appeal and a privative clause in the Act limits the scope of judicial review. The Board does have the power to reconsider any of its decisions, although it exercises this jurisdiction carefully in the interests of finality and fairness. The Board is also entitled to determine its own practices and procedures and to make rules. Those rules and the forms for commencing or responding to cases are available on the OLRB's website www.gov.on.ca/lab/olrb/eng/homeeng.htm or, directly, from the Board at 505 University Avenue, 2nd Floor, Toronto, Ontario, M5G 2P1, in both paper form and computer disk.

Order in Council (OIC) Appointments:

CHAIR		
Kevin Whitaker	Sep 20/04 – Sep 19/07	Sep 20/01-C; Mar 22/95-VC; PT- June 24/98-Dec 22/99
ALTERNATE CHAIR		
Mary Ellen Cummings	Aug 13/02 – Aug 12/05	Jan 1/99 – Alt; Aug 13/97– VC
VICE-CHAIRS (Full Time) – 14		
Ian B. Anderson	Mar 24/04 – Mar 23/07	March 24, 2004
Peter F. Chauvin	Mar 24/04 – Mar 23/07	March 24, 2004
Harry Freedman	Jul 08/04 – Jul 07/07	July 8, 1998
Patrick M. Kelly	May 17/02 – May 16/05	May 17, 1999
David A. McKee	Apr 29/02 – Apr 28/05	April 29, 1999
Mary Anne McKellar	Jan 24/04 – Jan 23/07	January 24, 2001
Brian C. McLean	Jul 08/04 – Jul 07/07	July 8, 1998
Corinne F. Murray	Feb 03/03 – Feb 02/06	February 3, 2003
Caroline Rowan	May 06/02 – May 05/05	May 6, 1999
Timothy W. Sargeant	Feb 28/02 – Feb 27/05	February 28, 1996
Susan J. Serena	May 28/03 – May 27/06	May 28/03
Marilyn Silverman	Apr 29/02 – Apr 28/05	April 29, 1999
Jack J. Slaughter	Feb 03/03 – Feb 02/06	February 3, 2003
Tanja Wacyk	May 28/03 – May 27/06	May 28, 2003
VICE-CHAIRS (Part Time) - 6		
Christopher J. Albertyn	Sep 01/04 – Aug 31/07	Oct 7/94; PT to Mar 8/95; PT – Sep 1/04
Bruce Binning	Aug 25/04 – Aug. 24/07	PT August 24, 2004
Norman Jesin	Aug 25/04 – Aug 24/07	PT August 25, 2004
Stephen C. Raymond	May 03/03 – May 02/06	May 3, 2000; PT May 3, 2003
Laura Trachuk	Jan 01/04 - Dec 31/06	Feb. 3, 1993; PT Jan. 1, 2004
Kelly A. Waddingham	Apr 07/04 – Apr 06/07	PT April 7, 2004

BOARD MEMBERS	**PERIOD**	**ORIGINAL APPT.**
EMPLOYERS – Full Time - 5		
Richard J. O'Connor	Nov 06/02 – Nov 05/05	November 6, 2002
Glenn A. Pickell	Mar 25/04 – Mar 24/07	March 25, 1998
James A. Ronson	Jul 26/03 – Jul 25/05	July 26, 1979
Judith A. Rundle	Jul 17/04 – Jul 16/07	July 17, 1986
John A.Tomlinson	Nov 06/02 – Nov 05/05	November 6, 2002
EMPLOYEES – Full Time - 6		
Alan Haward	Mar 25/04 – Mar 24/07	March 25, 1998
George S. McMenemy	Nov 05/01 – Nov 04/04	November 5, 1992
Rene R. Montague	Mar 06/04 – Mar 05/07	March 6, 1986
David A. Patterson	Apr 02/04 – Apr 01/07	April 2, 1986
Hugh Peacock	Nov 13/01 – Nov 12/04	November 13, 1986
Len Wood	Sep 23/02 – Sep 22/05	September 23, 2002

Board Staff

The OLRB's operations and staff can be broadly divided into: The Board, Administration, Field Services (mediation), and Legal Services. The administrative, field, and legal staff are civil service appointments. The Board is composed of a Chair, an Alternate Chair, Vice-Chairs and Board Members. The Chair, Alternate Chair, Vice-Chairs and Board Members are appointed by the Lieutenant Governor in Council as Order in Council appointments (OIC).

ADMINISTRATION:

Office of the Director and Registrar

The Director and Registrar is the chief administrative officer of the Board. He is responsible for the overall administration of the Board's businesses: operations, mediation and adjudication. The Director and Registrar oversees the effective processing and scheduling of each case, and communicates with the parties in matters relating to the mediation of cases, scheduling of hearings or on particular problems in the processing of any given case. Every application received by the Board enters the system through the Director and Registrar's office.

Manager of Administration

The Manager of Administration is responsible for the efficient operation of the Board through the effective and efficient coordination of the procurement and budget functions, human resources functions, client services, Information and Information Technology, and the provision of administrative direction for all shared/common services.

Library Services

In December 1998 the Ontario Labour Relations Board Library was merged with the Workplace Safety and Insurance Appeals Tribunal Library and the Pay Equity Commission Library to form the new Ontario Workplace Tribunals Library. The library is situated in the same building as the Board – 505 University Avenue – currently on the 7th floor.

Library holdings related to the OLRB include all reported OLRB decisions from1944 to date, all judicial reviews of OLRB decisions from 1947 to date, all bargaining unit certificates issued by the OLRB from 1962 forward. In addition, the Library has a collection of all Employment Standards review decisions from 1970 to date and all Occupational Health and Safety appeal decisions from 1980 to date. Textbooks, journals and case reports in the areas of labour, administrative and constitutional law are also held.

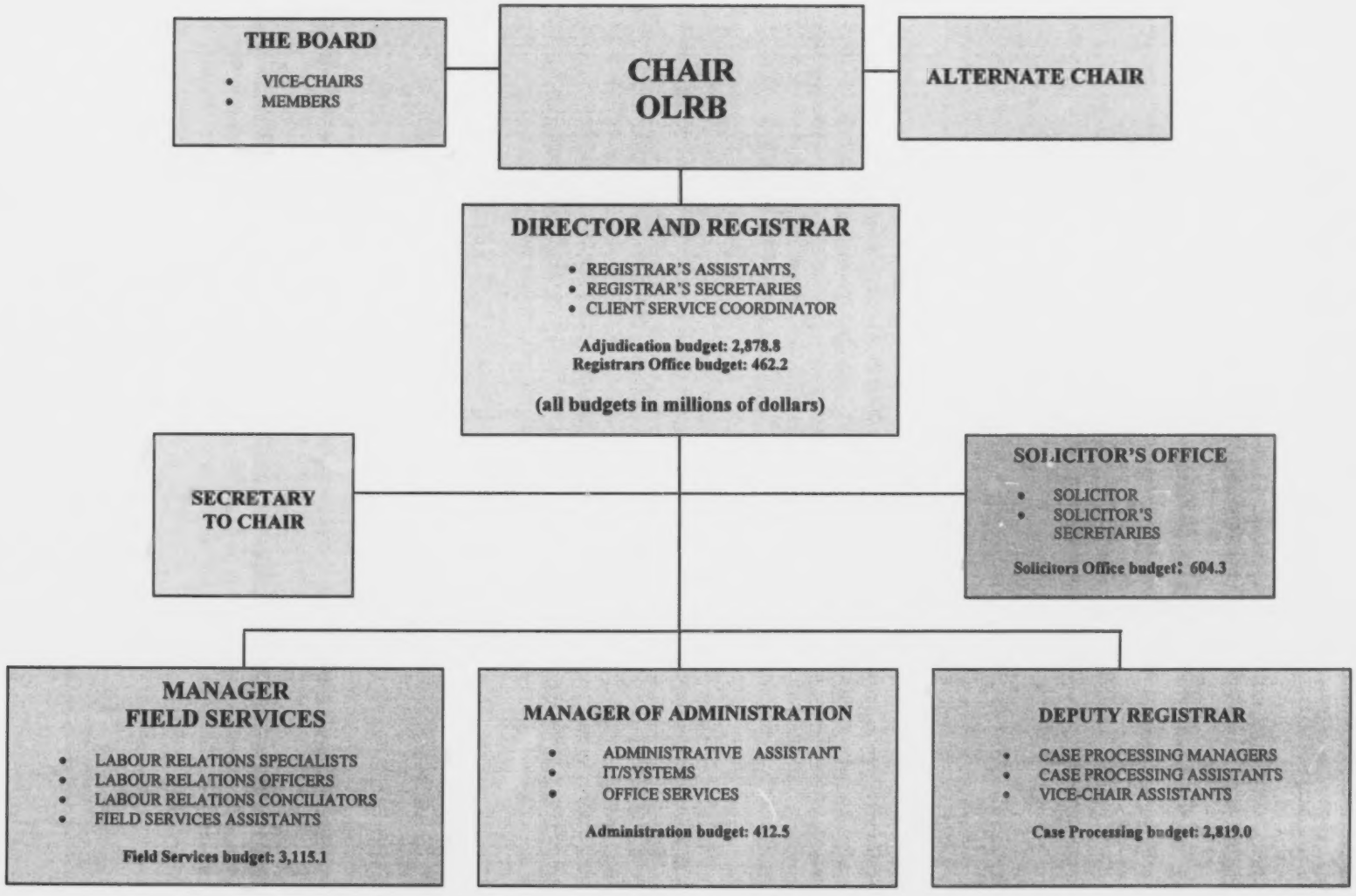
FIELD SERVICES:
(Mediation)

The Board is a pioneer in the area of alternative dispute resolution. The Manager of Field Services, Labour Relations Specialists, and Labour Relations Officers, are responsible for mediating settlements in all of the Board's cases. In addition to settling cases, Labour Relations Officers assist parties in identifying issues and streamlining the cases that do get adjudicated in order to avoid unnecessary litigation. They also, along with the Board's Conciliation Officers, carry out the Board's pre and post vote phone mediation program and conduct representation and final offer votes.

LEGAL SERVICES:

Legal Services to the Board are provided by the Solicitors' Office, which consists of two Board Solicitors. The Solicitors provide legal research, advice, opinions and memoranda to the Chair, Vice-Chairs, Board Members, Labour Relations Officers and administrative staff. They are extensively involved in changes to the Board's rules of procedure and forms and contribute to the continuing education of staff. The Board's Solicitors also represent the Board in court proceedings, including applications for judicial review.

ONTARIO LABOUR RELATIONS BOARD



March 2004

II Executive Summary – Overview of Results

Operational Performance:
- Caseload analysis
- Caseload and statistical tables

OLRB - Operational Performance:

CASELOAD ANALYSIS, CASE MANAGEMENT EFFICIENCIES and STATISTICAL TABLES/GRAPHS 2003-2004

Caseload Analysis

In fiscal year 2003-2004, the Board had a total caseload of 6,044 applications, appeals and complaints, an increase of 4.8% over 2002-2003.

The Board received 4,316 new cases and 1,728 cases were carried over from the previous year. Of the total caseload, 4,133 were disposed of during the year and 1,911 were pending in various stages of processing/mediation/adjudication at March 31, 2004.

Note: The section numbers referred to below correspond to the Labour Relations Act, 1995, S.O. 1995, c.1, Schedule A ("Bill 7").

Labour Relations Officer Activity

Labour Relations Specialists and Officers are the Board's professional mediators. They are assigned to every Board case in an effort to facilitate settlements in matters brought before the Board, without the need for formal litigation before the Board itself. **(Table 3)**

Of those cases in which activity was completed and cases disposed by the end of the year, 84.9% of these cases were settled with the assistance of Labour Relations Officers. Officers referred 626 cases to the Board for decisions or proceedings; and settlement efforts were continuing in 1,911 cases at March 31, 2004.

Vice-Chair/Adjudicator Decisions

Vice-Chairs wrote 6,791 **decisions** covering 4,943 cases between April 1, 2003 and March 31, 2004.

Disposition Time – Major Categories

Table 6 provides statistics on the time taken by the Board to process the 3,230 cases disposed of in 2003-2004, excluding cases in which proceedings were adjourned sine die. Information is shown separately for the three major categories of cases handled by the Board – Certification applications, complaints of Contravention of the Act, and Referrals of Grievances under Construction Industry Collective Agreements – and for the remaining categories combined.

Overall median times to proceed from filing to disposition for the 3,230 cases **was 43 days. Median times for the three major categories of cases:** 540 certification applications were processed in a median of 19 days; 677 complaints of contravention of the Act took 59 days; 429 referrals of construction industry grievances required 13 days, and the remaining 1,584, for all other categories combined, took 69 days.

Certification of Bargaining Agents

In 2003-2004, the Board received 729 applications for certification of trade unions as bargaining agents of employees, an increase of 10.8 percent from 2002-2003.
(Table 1)

In addition to the 729 applications received, 170 cases were carried over from last year, making a total certification caseload of 899 in 2003-2004. Of the total caseload, 584 were disposed of and 315 cases were pending at March 31, 2004. Of the 584 dispositions, certification was granted in 301 cases; 166 cases were dismissed; 4 cases were terminated; and 113 cases were settled. The certified cases represented 51.6 percent of the total dispositions. **(Table 1)**

Of the 467 applications that were either certified or dismissed, final decisions in a number of cases were based on the results of representation votes. Of the 479 votes conducted, 432 involved a single union on the ballot, 42 were between two unions, and 5 were held between three unions. Applicants won in 311 of the votes and lost in the other 168.
(Table 5)

A total of 30,579 employees were eligible to vote in the 479 elections, of whom 24,224 or 79.2 percent cast ballots. In the 311 votes that were won and resulted in certification, 10,160 or 75.7 percent of the 13,426 employees eligible to vote cast ballots. Of these voters, 6,573 or 64.7 percent favoured union representation. In the 168 elections that were lost and resulted in dismissals, 14,064 employees participated, and, of these, 4,701 or 33.4 percent voted for union representation. **(Table 5)**

Seven unions, each with more than 25 applications, accounted for 61.2 percent of the total filings: Labourers (131), Bricklayers International (95), Carpenters (62), Canadian Auto Workers (59), Food and Commercial Workers (35), Canadian Union of Public Employees (CUPE) (33), Teamsters (31). In contrast, fourteen unions filed fewer than five applications each. These unions together accounted for 4.4 percent of the total certification filings. **(Table 7)**

Table 8 gives the industrial distribution of the certification applications received and disposed of during the year. Non-manufacturing industries accounted for 92.7 percent of the applications received, concentrated in construction (325) and other services (203). These two groups comprised 72.4 percent of the total non-manufacturing applications. The 53 applications involving establishments in manufacturing industries comprised 7.27% percent of the new applications.

Size and Composition of Bargaining Units

Small units continued to be the predominant pattern of union organizing efforts through the certification process in 2003-2004. The average size of the 301 bargaining units in the 301 applications that were certified was 40 employees, compared with 44 employees in 2002-2003. The 64 units in construction certifications averaged 9 employees, and the 237 units in non-construction certifications averaged 49 employees. Seventy-six point four percent of the total certification applications involved units of fewer than 40 employees, and 33.6 percent applied to units of fewer than ten employees. The total number of employees covered by the certification applications granted decreased to 12,130 from 14,026 in 2003-2004. **(Table 9)**

Of the employees covered by the certification applications granted, 99, or 0.8 percent, were in bargaining units that comprised full-time employees or in units that excluded employees working 24 hours or less a week. Units composed of employees working 24 hours or less a week accounted for 15 employees. Full-time and part-time employees were represented in units covering 11,975 employees, including units that did not specifically exclude employees working 24 hours or less a week. **(Tables 11 and 12)**

Nineteen point two (19.2) percent of the employees, or 2,328, were employed in production and related occupations; and 9,819 were in units that included employees in two or more classifications. **(Tables 13 and 14)**

Disposition Time – Certifications Granted

A median time of 20 calendar days was required to complete the 301 certification applications granted from receipt to disposition. For non-construction certification, the median time was 20 days for 237 cases; and for construction certification, the median time was 27 days for 64 cases. **(Table 10)**

Ninety-one point four (91.4) percent of the 301 certification applications granted were disposed of in 84 days (3 months) or less. **(Table 10)**.

Termination of Bargaining Rights

In 2003-2004, the Board received 113 applications under sections 63, 65, 66, 67, and 132 of the Act, seeking termination of the bargaining rights of trade unions. In addition, 35 cases were carried over from 2002-2003. **(Table 1)**

Of the 148 cases processed, bargaining rights were terminated in 49 cases, 32 cases were dismissed, 21 cases were settled and 46 cases were pending at March 31, 2004.

53 representation votes were held on 81 cases that were either granted or dismissed. A total of 1,827 employees were eligible to vote in the 81 elections that were held, of whom 1,474 or 78.1 percent cast ballots. Of those who cast ballots, 511 voted for continued representation by unions and 344 voted against. **(Table 5)**

Representation Votes

In 2003-2004, the Board's Labour Relations Officers and Conciliators conducted a total of 752 representation votes among employees in one or more bargaining units. Of the 752 votes conducted, 676 involved certification applications, and 76 were held in applications for termination of existing bargaining rights. **(Table 4)**

Of the certification votes, 522 involved a single union on the ballot, and 149 involved two unions, and 5 involved three unions.

A total of 39,209 employees were eligible to vote in the 752 elections that were conducted, of whom 31,657 or 80.7 percent cast ballots. Of those who participated, 34.4 percent voted in favour of union representation. In the 676 elections in certification applications, 80.7 percent of the eligible voters cast ballots, with 43.5 percent of the participants voting for union representation.

In the 76 votes in applications for termination of bargaining rights, 81.6 percent of the eligible voters cast ballots, with only 29.2 percent of those who participated voting for the incumbent unions.

Final Offer Votes

In addition to taking votes ordered in its cases, the Board's Registrar was requested by the Minister to conduct votes among employees on employers' last offer for settlement of a collective agreement dispute under section 42(1) of the Act. Although the Board is not responsible for the administration of votes under that section, the Board's Registrar and field staff are assigned to conduct these votes because of their expertise and experience in conducting representation votes under the Act.

Of the 16 requests dealt with by the Board during the fiscal year, 4 cases were granted, 7 cases were dismissed, two cases were settled, and the remaining three cases were pending at March 31, 2004. **(Table 1)**

In the 15 votes held, employees accepted the employer's offer in 4 cases and rejected the offer in 7 cases.

Declaration of Successor Trade Union

In 2003-2004, the Board dealt with four applications for declarations under section 68 of the Act concerning the bargaining rights of successor trade unions resulting from a union merger or transfer of jurisdiction. Affirmative declarations were issued by the Board in all four cases.
(Table 1)

Declaration of Successor or Common Employer Status

In 2003-2004, the Board dealt with 271 applications for declarations under section 69 of the Act concerning the bargaining rights of trade unions of a successor employer resulting from a business sale, or for declarations under section 1(4) to treat two companies as one employer. The two types of requests are often made in a single application.

Affirmative declarations were issued by the Board in 25 cases, 7 applications were dismissed, 98 cases were settled and 141 cases were pending at March 31, 2004. **(Table 1)**

Declaration/Direction of Unlawful Strike

In 2003-2004, the Board dealt with 11 applications seeking a declaration under section 100 regarding an

alleged unlawful strike by employees in the non-construction industry. Seven cases were settled, one case was granted, and three cases were dismissed. No cases were pending at March 31, 2004. **(Table 1)**

The Board dealt with eleven applications seeking directions under section 144 of the Act against alleged unlawful strikes by construction workers. Of these, ten cases were settled and the remaining case was pending at March 31, 2004. **(Table 1)**

Declaration/ Direction of Unlawful Lock-out

Two applications seeking declarations under section 101 of the Act regarding an alleged unlawful lock-out by non-construction employers were processed in 2003-2004. One case was dismissed, and one case was settled.

No applications seeking a declaration under section 144 of the Act regarding an alleged unlawful lock-out in the construction industry were processed in 2003– 2004. **(Table 1)**

Consent to Prosecute

In 2003-2004, the Board dealt with 7 applications under section 109 of the Act requesting consent to institute prosecution in court against unions and employers for alleged commission of offences under the Act. Two cases were settled, three cases were dismissed and the remaining two cases were pending at March 31, 2004. **(Table 1)**

Complaints of Contravention of Act

Complaints alleging contravention of the Act may be filed with the Board under section 96 of the Act. In handling these cases the Board emphasizes settlements facilitated by its labour relations officers.

In 2003-2004, the Board received 879 complaints under this section. In complaints against employers, the principal charges were alleged illegal discharge of or discrimination against employees for union activity in violation of section 70 and 72 of the Act, illegal changes in wages and working conditions contrary to section 86, and failure to bargain in good faith under section 17. These charges were made mostly in connection with applications for certification. The principal charge against trade unions was alleged failure to represent employees fairly in grievances against their employer.

In addition to the complaints received, 483 cases were carried over from 2002-2003. Of the 1,362 cases processed, 599 were settled, and 514 cases were pending at March 31, 2004. **(Table 1)**

In 707, or 83.4 percent, of the 848 dispositions, settlements and withdrawals of the complaint were secured by labour relations officers **(Table 3)**. Remedial orders were issued by the Board in 9 cases, 234 cases were dismissed, and 6 cases were terminated. **(Table 1)**

Construction Industry Grievances

Grievances over alleged violation of the provisions of a collective agreement in the construction industry may be referred to the Board for resolution under section 133 of the Act. As with complaints of contravention of the Act, the Board encourages settlement of these cases by the parties involved, with the assistance of a labour

relations officer.

In 2003-2004, the Board received 844 cases under this section. The principal issues in these grievances were alleged failure by employers to make required contributions to health and welfare, pension and vacation funds, failure to deduct union dues, and alleged violation of the subcontracting and hiring arrangements in the collective agreement.

In addition to the cases received, 142 were carried over from 2001-2002. Of the total 986 processed, 844 were disposed of; of these, awards were made by the Board in 148 cases, 14 cases were dismissed, and 142cases were pending at March 31, 2004. **(Table 1)**

In 744, or 88.2, percent of the 844 dispositions, settlements and withdrawal of the grievance were obtained by labour relations officers. **(Table 3)**

MISCELLANEOUS APPLICATIONS AND COMPLAINTS

Religious Exemption – Exemption from Union Security Provision in Collective Agreement

Four applications were processed under section 52 of the Act, seeking exemption for employees from the union security provisions of collective agreements because of their religious beliefs. Three applications were settled, and one case was granted. **(Table 1)**

Early Termination of Collective Agreements

Nine applications were processed under section 58(3) of the Act, seeking early termination of collective agreements. Consent was granted in six cases, two were settled, there were no remaining cases pending at March 31, 2004. **(Table 1)**

Union Financial Statements

Nine complaints were dealt with under section 92 of the Act, alleging failure by trade unions to furnish members with audited financial statements of the union's affairs. Six were granted, two applications were settled, one was dismissed, no cases were pending March 31, 2004. **(Table 1)**

Jurisdictional Disputes

Sixty-three complaints were dealt with under section 99 of the Act involving union work jurisdiction. An assignment of work in dispute was made by the Board in 5 cases, 23 cases were settled, 10 cases were dismissed, and 24 cases were pending at March 31, 2004. **(Table 1)**

Referral on Employee Status

The Board dealt with 23 applications under section 114(2) of the Act, seeking decisions on the status of individuals as employees under the Act. Eight cases were settled by the parties in discussions with labour relations

officers. Two cases were granted, two cases were dismissed and the remaining eleven cases were pending at March 31, 2004. **(Table 1)**

Referrals by Minister of Labour

In 2003-2004, the Board dealt with 12 cases referred by the Minister under section 115 of the Act for opinions or questions related to the Minister's authority to appoint a conciliation officer under section 18 of the Act, or an arbitrator under sections 48 or 49. One application was granted, one was terminated, seven were settled, and the remaining three cases were pending at March 31, 2004. **(Table 1)**

The Board also dealt with 4 cases referred by the Minister under subsection 3(2) of the *Hospital Labour Disputes Arbitration Act.* One application was granted, and the remaining three were settled. **(Table 1)**

Trusteeship Reports

Twenty-eight statements were filed with the Board during the year reporting that local unions had been placed under trusteeship. Sixteen were settled, and the remaining twelve cases were pending at March 31, 2004.

First Agreement Arbitration

In 2003-2004, the Board processed 13 applications for directions to settle first agreements by arbitration. Nine cases were settled, and four cases were pending at March 31, 2004. **(Table 1)**

Occupational Health and Safety Act

In 2003-2004, the Board received 142 complaints under section 50 of the *Occupational Health and Safety Act* alleging wrongful discipline or discharge for acting in compliance with the Act. Eighty-four cases were carried over from 2002-2003.

Of the total 233 cases processed, 149 cases were disposed of. Of these, 109 cases were settled by the parties in discussions with labour relations officers **(Table 3)**. Twenty cases were dismissed, eight cases were terminated, and the remaining 84 were pending at March 31, 2003.

Colleges Collective Bargaining Act

One complaint was dealt with under section 77 of the *Colleges Collective Bargaining Act* in 2002-2003; the case was pending at March 31, 2004.

One application was dealt with under section 82 of the Act for decisions on the status of individuals as employees under the Act. The case was pending at March 31, 2004.

Appeals under The Employment Standard Act

The *Employment Standards Act* deals with workplace rights such as minimum wage, hours of work,

overtime, vacation or public holiday pay, termination issues, and severance pay.

The Board dealt with 1,754 appeals during 2003-2004. Of the 1,211 cases that were disposed of, 85 were granted, 189 were dismissed, 865 cases were settled, 72 were terminated, and 543 cases were pending at March 31, 2003. **(Table 1)**

Appeals under The Occupational Health and Safety Act

The *Occupational Health and Safety Act* and its regulations ensure that workers' health and safety in the workplace is protected. Violations of the Act are investigated by health and safety inspectors; orders or decisions of inspectors are the subject of appeals to the Ontario Labour Relations Board.

Two hundred and thirty-three appeals were dealt with by the Board in 2003-2004. Of the 149 cases that were disposed of, 12 appeals were granted, 20 were dismissed, 109cases were settled, 8 were terminated and 84 cases were pending at March 31, 2004. **(Table 1)**

Applications under The Public Sector Labour Relations Transitions Act

The *Public Sector Labour Relations Transition Act, 1997* established a separate regime of successor rights governing matters that arise out of restructuring and amalgamations in the broader public sector. The Act gives the Board the power to determine new bargaining unit configurations, to appoint new bargaining agents, and to address other collective bargaining issues that may arise from municipal amalgamations, school board changes and hospital restructuring.

In 2003-2004, the Board processed 6 applications under *the Public Sector Labour Relations Transition Act, 1997.* Of the 6 cases processed, 2 cases were granted, 2 were settled and two cases remained pending at March 31, 2004. **(Table 1)**

COURT ACTIVITY 2003-2004

On April 1, 2003, there were twenty-two Board matters pending before the Courts.

During the 2003-2004 fiscal year, there were twenty-eight new applications for judicial review of Board decisions filed with the Ontario Superior Court of Justice (Divisional Court).Twenty-five matters were disposed of by the Divisional Court. Twelve were dismissed; eleven were abandoned; two were granted.

There were four motions for a stay argued before the Divisional Court, all of them in the same matter. One motion for a stay was granted on an interim basis (for nine days, pending full argument before a single judge). Those motions, as well as two others, were subsequently dismissed.

In one application for judicial review, there was a motion to the Court to issue a summons to a Vice-Chair of the Board. The motion was dismissed.

One civil suit was filed against the Board. It was dismissed by the Superior Court of Justice. The Ontario Court of Appeal heard motions for leave to appeal in two matters. One was denied; one was granted.

On March 31, 2004, there were twenty-five outstanding court applications, twenty-four at Divisional Court, one before the Court of Appeal.

Table 1

Total Applications and Complaints Received, Disposed of and Pending
Fiscal Year 2003-04

Type of Case	Caseload								
	Total	Pending April 1, 2003	Received Fiscal Year 2003-04	Total	Granted*	Dismissed	Terminated	Settled Withdrawn/ Sine Die	Pending March 31, 2004
Total	6,044	1,728	4,316	4,133	663	705	93	2,672	1,911
CERTIFICATION OF BARGAINING AGENTS	899	170	729	584	301	166	4	113	315
DECLARATION OF TERMINATION OF BARGAINING RIGHTS	148	35	113	102	49	32	0	21	46
ACCREDITATION	3	2	1	2	1	0	0	1	1
DECLARATION OF SUCCESSOR TRADE UNION	4	1	3	4	4	0	0	0	0
DECLARATION OF SUCCESSOR EMPLOYER OR COMMON EMPLOYER STATUS	271	127	144	130	25	7	0	98	141
DECLARATION AND DIRECTION OF UNLAWFUL STRIKE	22	6	16	21	1	3	0	17	1
DECLARATION AND DIRECTION OF UNLAWFUL LOCKOUT	2	1	1	2	0	1	0	1	0
CONSENT TO PROSECUTE	7	3	4	5	0	3	0	2	2
CONTRAVENTION OF ACT	1,362	483	879	848	9	234	6	599	514
EXEMPTION FROM UNION SECURITY PROVISION IN COLLECTIVE AGREEMENT	4	3	1	4	1	0	0	3	0
EARLY TERMINATION OF COLLECTIVE AGREEMENT	9	1	8	9	6	1	0	2	0
TRADE UNION FINANCIAL STATEMENT	12	8	4	6	0	3	0	3	6
JURISDICTIONAL DISPUTE	63	32	31	39	5	10	1	23	24
REFERRAL ON EMPLOYEE STATUS	23	11	12	12	2	2	0	8	11
REFERRAL FROM MINISTER ON APPOINTMENT OF CONCILIATION OFFICER OR ARBITRATOR OR UNDER HLDAA	16	5	11	13	2	0	1	10	3
REFERRAL OF CONSTRUCTION INDUSTRY GRIEVANCE	986	142	844	844	148	14	0	682	142
COMPLAINT UNDER OCCUPATIONAL HEALTH AND SAFETY ACT	149	37	112	94	3	13	0	78	55
COMPLAINT UNDER THE ENVIRONMENTAL PROTECTION ACT	3	0	3	0	0	0	0	0	3
COMPLAINT UNDER THE SMOKING IN THE WORKPLACE ACT	1	1	0	0	0	0	0	0	1
FIRST AGREEMENT ARBITRATION DIRECTION	13	2	11	9	0	0	0	9	4
DETERMINATION OF SECTOR OF CONSTRUCTION WORK	7	4	3	3	2	0	0	1	4
FINAL OFFER VOTE**	16	1	15	13	4	7	0	2	3
EMPLOYMENT STANDARDS ACT (APPEAL)	1,754	533	1,221	1,211	85	189	72	865	543
OCCUPATIONAL HEALTH AND SAFETY ACT (APPEAL)	233	91	142	149	12	20	8	109	84
PUBLIC SECTOR LABOUR RELATIONS TRANSITION ACT, 1997	6	3	3	4	2	0	0	2	2
PROJECT AGREEMENT APPLICATION	2	1	1	1	0	0	0	1	1
FIRE PROTECTION AND PREVENTION ACT	1	1	0	1	0	0	1	0	0
AMBULANCE SERVICES COLLECTIVE BARGAINING ACT, 2001	5	2	3	2	1	0	0	1	3
OTHER CASE TYPES	23	22	1	21	0	0	0	21	2

* Includes cases in which a request was granted or a determination made by the Board.

** For final Offer Votes, "Granted" indicates that the offer was accepted and "Dismissed" indicates a rejection.

Table 2

Applications and Complaints Received and Disposed of Fiscal Years 1999-00 to 2003-04

Type of Case	Number Received, Fiscal Year						Number Disposed of, Fiscal Year					
	Total	1999-00	2000-01	2001-02	2002-03	2003-04	Total	1999-00	2000-01	2001-02	2002-03	2003-04
Total	20,599	3,960	4,099	3,900	4,324	4,316	21,029	4,197	4,702	3,958	4,039	4,133
CERTIFICATION OF BARGAINING AGENTS	3,561	700	850	624	658	729	3,430	606	927	686	627	584
DECLARATION OF TERMINATION OF BARGAINING RIGHTS	644	114	129	180	108	113	663	125	137	174	125	102
ACCREDITATION	10	5	2	1	1	1	11	0	5	4	0	2
DECLARATION OF SUCCESSOR TRADE UNION	255	156	45	38	13	3	260	124	73	44	15	4
DECLARATION OF SUCCESSOR EMPLOYER OR COMMON EMPLOYER STATUS	798	172	175	149	158	144	859	177	229	162	161	130
DECLARATION AND DIRECTION OF UNLAWFUL STRIKE	126	32	21	35	22	16	137	35	27	33	21	21
DECLARATION AND DIRECTION OF UNLAWFUL LOCKOUT	20	7	7	3	2	1	25	10	8	2	3	2
CONSENT TO PROSECUTE	23	4	7	3	5	4	25	5	9	3	3	5
CONTRAVENTION OF ACT	4,437	901	903	842	912	879	4,566	949	1,061	871	837	848
RIGHT OF ACCESS	0	0	0	0	0	0	1	0	1	0	0	0
EXEMPTION FROM UNION SECURITY PROVISION IN COLLECTIVE AGREEMENT	22	1	7	9	4	1	29	6	5	5	9	4
EARLY TERMINATION OF COLLECTIVE AGREEMENT	53	10	17	10	8	8	53	9	16	10	9	9
TRADE UNION FINANCIAL STATEMENT	25	8	2	2	9	4	28	5	10	5	2	6
JURISDICTIONAL DISPUTE	163	29	24	30	49	31	164	21	41	24	39	39
REFERRAL ON EMPLOYEE STATUS	84	17	8	14	33	12	115	20	25	14	44	12
REFERRAL FROM MINISTER ON APPOINTMENT OF CONCILIATION OFFICER OR ARBITRATOR OR UNDER HLDAA	71	12	14	21	13	11	75	13	13	21	15	13
REFERRAL FROM MINISTER ON CONSTRUCTION BARGAINING AGENCY	1	0	0	1	0	0	1	0	0	0	1	0
REFERRAL OF CONSTRUCTION INDUSTRY GRIEVANCE	3,932	782	780	706	820	844	4,036	843	849	669	831	844
COMPLAINT UNDER OCCUPATIONAL HEALTH AND SAFETY ACT	446	59	82	97	96	112	434	61	87	91	101	94
COMPLAINT UNDER THE ENVIRONMENTAL PROTECTION ACT	7	3	1	0	0	3	4	0	3	0	1	0
COMPLAINT UNDER THE SMOKING IN THE WORKPLACE ACT	3	1	1	1	0	0	2	0	1	0	1	0
FIRST AGREEMENT ARBITRATION DIRECTION	55	13	8	14	9	11	60	14	13	15	9	9
DETERMINATION OF SECTOR OF CONSTRUCTION WORK	13	2	2	0	6	3	11	3	2	1	2	3
FINAL OFFER VOTE	105	27	15	31	17	15	106	20	22	32	19	13
EMPLOYMENT STANDARDS ACT (APPEALS)	4,442	658	800	739	1,024	1,221	4,474	815	870	744	834	1,211
OCCUPATIONAL HEALTH AND SAFETY ACT (APPEAL)	843	212	153	161	175	142	977	286	230	145	167	149
COMPLAINT UNDER FAIRNESS FOR PARENTS AND EMPLOYEES ACT	0	0	0	0	0	0	0	0	0	0	0	0
EDUCATION QUALITY IMPROVEMENT ACT APPLICATION	0	0	0	0	0	0	0	0	0	0	0	0
PUBLIC SECTOR LABOUR RELATIONS TRANSITION ACT, 1997	123	32	42	40	6	3	151	49	36	51	11	4
CROWN EMPLOYEES COLLECTIVE BARGAINING ACT	147	0	1	146	0	0	147	0	0	147	0	0
PROJECT AGREEMENT APPLICATION	7	1	1	3	1	1	4	0	0	3	0	1
APPLICATION FOR VOTE UNDER COMMUNITY SMALL BUSINESS INVESTMENT FUNDS, MINISTRY OF FINANCE	0	0	0	0	0	0	3	1	2	0	0	0
FIRE PROTECTION AND PREVENTION ACT	4	2	2	0	0	0	4	0	0	2	1	1
AMBULANCE SERVICES COLLECTIVE BARGAINING ACT, 2001	5	0	0	0	2	3	2	0	0	0	0	2
OTHER CASE TYPES	174	0	0	0	173	1	172	0	0	0	151	21

Table 3

Labour Relations Officer Activity in Cases Processed *
Fiscal Year 2003-04

Type of Case	Total Cases Assigned	Cases in Which Activity Completed				
		Pending April 1, 2003				
		Total	Number	Percent	Referred to Board	Pending**
Total	6,044	4,133	3,507	84.9	626	1,911
CERTIFICATION OF BARGAINING AGENTS	899	584	523	89.6	61	315
SUCCESSOR EMPLOYER OR COMMON EMPLOYER STATUS	271	130	103	79.2	27	141
REFERRAL ON EMPLOYEE STATUS	23	12	8	66.7	4	11
CONTRAVENTION OF ACT	1,362	848	707	83.4	141	514
REFERRAL OF CONSTRUCTION INDUSTRY GRIEVANCE	986	844	744	88.2	100	142
COMPLAINT UNDER THE OCCUPATIONAL HEALTH AND SAFETY ACT	149	94	83	88.3	11	55
EMPLOYMENT STANDARD ACTS (APPEAL)	1,754	1,211	981	81.0	230	543
OCCUPATIONAL HEALTH AND SAFETY ACT (APPEAL)	233	149	143	96.0	6	84
ALL OTHER CASE TYPES	367	261	215	82.4	46	106

*Includes all cases assigned to labour relations officers, which may or may not have been disposed of by the end of the year.

**Includes all cases in which the officer activity may or may not be complete but which was not disposed of by the end of the year.

Table 4

Results of Representation Votes Conducted * Fiscal Year 2003-04

Type of Case	Number of Votes	Eligible Employees	Ballots Cast	
			Total	In Favour of Unions
Total	752	39,209	31,657	13,501
Certification	676	36,824	29,712	12,934
Regular cases				
One union	337	23,483	18,598	7,820
Two unions	40	5,990	4,541	4,148
Three unions	5	3,244	2,762	0
Construction cases				
One union	185	2,651	2,361	724
Two unions	109	1,456	1,450	242
Termination of Bargaining Rights				
One union	76	2,385	1,945	567

* Refers to all representation votes conducted and the results counted during the fiscal year, regardless of whether or not the case was disposed of during the year.

Table 5

Results of Representation Votes in cases Disposed of *
Fiscal Year 2003-04

Type of Case	Number of Votes			Eligible Votes			All Ballots Cast			Ballots Cast in Favour of Unions		
		Appl. Won	Appl. Lost	In Votes			In Votes			In Votes		
	Total			Total	Won	Lost	Total	Won	Lost	Total	Won	Lost
Total	532	343	189	32,406	14,458	17,948	25,698	10,929	14,769	11,785	6,740	5,045
Certification	479	311	168	30,579	13,426	17,153	24,224	10,160	14,064	11,274	6,573	4,701
Regular cases												
One union	313	217	96	20,922	8,517	12,405	16,317	6,379	9,938	7,162	4,266	2,896
Two unions	36	25	11	5,087	2,967	2,120	3,800	2,012	1,788	3,566	1,925	1,641
Three unions	5	2	3	3,244	1,378	1,866	2,762	1,176	1,586	0	0	0
Construction cases												
One union	119	65	54	1,250	548	702	1,276	577	699	504	375	129
Two unions	6	2	4	76	16	60	69	16	53	42	7	35
Termination												
One union	53	32	21	1,827	1,032	795	1,474	769	705	511	167	344

* Refers to final representation votes conducted in cases disposed of during the fiscal year. This table should not be confused with Table 4 which refers to all representation votes conducted during the year regardless of whether or not the case was disposed of during the year.

Table 6
Time Required to Process Applications and Complaints Disposed of *, by Major Type of Case, Fiscal Year 2003-04

Time Taken (No. of Days)	All Cases		Certification Cases		Contravention of the Act Cases		Construction Industry Grievances Cases		All Other Cases	
	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent
Total	3,230	100.0	540	100.0	677	100.0	429	100.0	1,584	100.0
Under 8 days	74	2.3	22	4.1	9	1.3	12	2.8	31	2.0
8-14 days	210	8.8	21	8.0	25	5.0	137	34.7	27	3.7
15-21 days	272	17.2	92	25.0	35	10.2	93	56.4	52	6.9
22-28 days	282	25.9	150	52.8	23	13.6	51	68.3	58	10.6
29-35 days	151	30.6	48	61.7	25	17.3	21	73.2	57	14.2
36-42 days	125	34.5	24	66.1	30	21.7	21	78.1	50	17.4
43-49 days	131	38.5	28	71.3	27	25.7	7	79.7	69	21.7
50-56 days	113	42.0	19	74.8	24	29.2	6	81.1	64	25.8
57-63 days	131	46.1	20	78.5	25	32.9	12	83.9	74	30.4
64-70 days	92	48.9	6	79.6	21	36.0	9	86.0	56	34.0
71-77 days	94	51.9	8	81.1	23	39.4	5	87.2	58	37.6
78-84 days	88	54.6	4	81.9	29	43.7	1	87.4	54	41.0
85-91 days	102	57.7	7	83.1	27	47.7	3	88.1	65	45.1
92-98 days	86	60.4	6	84.3	24	51.3	2	88.6	54	48.5
99-105 days	83	63.0	2	84.6	18	53.9	2	89.0	61	52.4
106-126 days	163	68.0	15	87.4	39	59.7	5	90.2	104	59.0
127-147 days	161	73.0	3	88.0	45	66.3	11	92.8	102	65.4
148-168 days	115	76.6	5	88.9	28	70.5	2	93.2	80	70.5
Over 168 days	757	100.0	60	100.0	200	100.0	29	100.0	468	100.0

* Excludes cases in which proceedings were adjourned sine die

Table 7

Union Distribution of Certification Applications Received and Disposed of Fiscal Year 2003-04

Union	Number of Applications Received	Number of Applications Disposed of			
		Total	Certified	Dismissed*	Settled**
All Unions	729	540	301	170	69
ASBESTOS WORKERS	2	2	0	1	1
AUTO WORKERS	4	3	1	2	0
BAKERY AND TOBACCO WORKERS	1	1	1	0	0
BOILERMAKERS	4	3	3	0	0
BREWERY AND SOFT DRINK WORKERS	3	3	3	0	0
BRICKLAYERS INTERNATIONAL	95	4	1	1	2
CANADIAN AUTO WORKERS	59	54	26	24	4
CANADIAN OPERATING ENGINEERS	3	4	2	2	0
CANADIAN UNION OF PUBLIC EMPLOYEES (CUPE)	33	37	23	12	2
CARPENTERS	62	38	12	12	14
CHRISTIAN LABOUR ASSOCIATION	14	11	9	2	0
CLOTHING AND TEXTILE WORKERS	1	0	0	0	0
COMMUNICATIONS, ENERGY AND PAPERWORKERS UNION OF CANADA	10	9	4	4	1
ELECTRICAL WORKERS (IBEW)	16	17	10	6	1
FOOD AND COMMERCIAL WORKERS	35	27	16	7	4
FOOD AND SERVICE WORKERS	2	2	1	0	1
GLASS, POTTERY AND PLASTIC WKRS.	1	1	0	1	0
HOTEL EMPLOYEES	8	8	8	0	0
INDEPENDENT LOCAL UNION	1	1	1	0	0
INTERNATIONAL OPERATING ENGINEERS	22	23	9	11	3
IWA – CANADA	11	11	9	1	1
LABOURERS	131	90	46	28	16
MACHINISTS	14	12	7	4	1
NEWSPAPER GUILD	5	4	3	1	0
OCCASSIONAL TEACHERS ASSOCIATION	1	1	0	1	0
OFFICE AND PROFESSIONAL EMPLOYEES	3	1	1	0	0
ONTARIO PUBLIC SCHOOL TEACHERS	0	1	1	0	0
ONTARIO PUBLIC SERVICE EMPLOYEES	24	20	17	3	0
ONTARIO SECONDARY SCHOOL TEACHERS	3	3	3	0	0
PAINTERS	20	14	6	4	4
PLASTERERS	2	1	0	1	0
PLUMBERS	25	17	12	4	1
RETAIL WHOLESALE EMPLOYEES	6	8	7	1	0
SERVICE EMPLOYEES INTERNATIONAL	14	16	11	4	1
SHEET METAL WORKERS	10	9	3	4	2
STRUCTURAL IRON WORKERS	8	4	2	1	1
TEAMSTERS	31	32	14	10	8
THEATRICAL STAGE EMPLOYEES	6	8	6	2	0
TRANSIT UNION (INTL.)	3	4	2	1	1
UNITED STEELWORKERS	22	24	14	10	0
OTHER UNIONS, INCLUDING EMPLOYEE ASSOCIATIONS	14	12	7	5	0

*Includes cases which were closed for administrative purposes
**Excludes cases in which proceedings were adjourned sine die

Table 8

Industry Distribution of Certification Applications Received and Disposed of Fiscal Year 2003-04

Industry	Number of Applications Received	Number of Applications Disposed of			
		Total	Certified	Dismissed*	Settled**
All Industries	729	540	301	170	69
Manufacturing	53	52	28	17	7
FABRICATED METALS	3	3	0	3	0
FOOD, BEVERAGES	16	14	9	3	2
MACHINERY	1	1	1	0	0
NON-METALLIC MINERALS	2	2	2	0	0
PAPER	3	2	0	2	0
PRIMARY METALS	1	1	1	0	0
PRINTING, PUBLISHING	2	2	2	0	0
RUBBER, PLASTICS	2	2	0	2	0
TRANSPORTATION EQUIPMENT	2	2	1	1	0
WOOD	1	1	1	0	0
OTHER MANUFACTURING	20	22	11	6	5
Non-Manufacturing	676	488	273	153	62
ACCOMMODATION, FOOD SERVICES	12	14	13	0	1
CONSTRUCTION	325	157	64	55	38
EDUCATION, RELATED SERVICES	9	9	7	2	0
ELECTRIC, GAS, WATER	3	4	3	1	0
HEALTH, WELFARE SERVICES	58	53	39	11	3
HOSPITAL	5	3	2	1	0
LOCAL GOVERNMENT	7	5	3	1	1
MINING, QUARRYING	1	1	1	0	0
MUNICIPAL	0	2	1	1	0
PERSONAL SERVICES	3	5	3	1	1
RECREATIONAL SERVICES	5	4	1	3	0
RETAIL TRADE	10	10	4	6	0
SCHOOL BOARD	0	1	0	1	0
STORAGE	4	2	1	1	0
WHOLESALE TRADE	2	3	1	2	0
OTHER SERVICES	203	187	110	61	16
OTHER NON-MANUFACTURING	29	28	20	6	2

*Includes cases which were closed for administrative purposes

**Excludes cases in which proceedings were adjourned sine die

Table 9
Size of Bargaining Units in Certification Applications Granted Fiscal Year 2003-04

	Total		Construction **		Non-Construction	
Employee Size *	Number of Applications	Number of Employees	Number of Applications	Number of Employees	Number of Applications	Number of Employees
Total	301	12,173	64	592	237	11,581
0-9 employees	102	543	46	229	56	314
10-19 employees	60	851	13	194	47	657
20-39 employees	63	1,683	4	122	59	1,561
40-99 employees	57	3,493	1	47	56	3,446
100-199 employees	11	1,368	0	0	11	1,368
200-499 employees	5	1,829	0	0	5	1,829
500 employees or more	3	2,406	0	0	3	2,406

* Refers to the total number of employees in one or more bargaining units certified in an application. A total of XXX bargaining units were certified in the XXX applications in which certification was granted.

** Refers to cases processed under the construction industry provisions of the Act. This figure should not be confused with the figure in Table 10, which includes all applications involving construction employers whether processed under the construction industry provisions of the Act or not.

Table 10
Time Required to Process Certification Applications Granted *
Fiscal Year 2003-04

Working Days (including adjournments requested by the parties)	Total Certified		Non-Construction		Construction	
	Number	Cumulative Percent	Number	Cumulative Percent	Number	Cumulative Percent
Total	301	100.0	237	100.0	64	100.0
Under 8 days	0 0.0	0.0	0 0.0	0.0	0 0.0	0.0
8-14 days	42 14.0	14.0	38 16.0	16.0	4 6.3	6.3
15-21 days	125 41.5	55.5	102 43.0	59.1	23 35.9	42.2
22-28 days	36 12.0	67.4	29 12.2	71.3	7 10.9	53.1
29-35 days	29 9.6	77.1	21 8.9	80.2	8 12.5	65.6
36-42 days	16 5.3	82.4	14 5.9	86.1	2 3.1	68.8
43-49 days	8 2.7	85.0	8 3.4	89.5	0 0.0	68.8
50-56 days	4 1.3	86.4	3 1.3	90.7	1 1.6	70.3
57-63 days	5 1.7	88.0	4 1.7	92.4	1 1.6	71.9
64-70 days	5 1.7	89.7	3 1.3	93.7	2 3.1	75.0
71-77 days	3 1.0	90.7	1 0.4	94.1	2 3.1	78.1
78-84 days	2 0.7	91.4	2 0.8	94.9	0 0.0	78.1
85-91 days	3 1.0	92.4	2 0.8	95.8	1 1.6	79.7
92-98 days	1 0.3	92.7	0 0.0	95.8	1 1.6	81.3
99-105 days	0 0.0	92.7	0 0.0	95.8	0 0.0	81.3
106-126 days	2 0.7	93.4	1 0.4	96.2	1 1.6	82.8
127-147 days	2 0.7	94.0	1 0.4	96.6	1 1.6	84.4
148-168 days	6 2.0	96.0	3 1.3	97.9	3 4.7	89.1
Over 168 days	12 4.0	100.0	5 2.1	100.0	7 10.9	100.0

* Refers only to applications in which certification was granted. This table should not be confused with Table 6 which refers to all certification applications disposed of during the year regardless of the method of disposition.

Table 11

Employment Status of Employee in Bargaining Units Certified by Industry Fiscal Year 2003-04

Industry	All Units		Full-time		Part-time		Full-time & Part-time		All Employees No Exclusion Specified	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Industries	301	12,173	3	99	1	15	6	678	291	11,297
Manufacturing	28	2,528	1	10	0	0	1	450	26	2,068
FOOD, BEVERAGES	9	347	1	10	0	0	0	0	8	337
WOOD	1	19	0	0	0	0	0	0	1	19
NON-METALLIC MINERALS	2	107	0	0	0	0	0	0	2	107
PRINTING, PUBLISHING	2	60	0	0	0	0	0	0	2	60
PRIMARY METALS	1	95	0	0	0	0	0	0	1	95
MACHINERY	1	3	0	0	0	0	0	0	1	3
TRANSPORTATION EQUIPMENT	1	450	0	0	0	0	1	450	0	0
OTHER MANUFACTURING	11	1,447	0	0	0	0	0	0	11	1,447
Non-Manufacturing	273	9,645	2	89	1	15	5	228	265	9,229
ACCOMODATION, FOOD SERVICES	13	263	0	0	0	0	0	0	13	263
CONSTRUCTION	65	598	0	0	0	0	0	0	65	598
EDUCATION, RELATED SERVICES	7	579	0	0	0	0	2	48	5	531
ELECTRIC, GAS, WATER	3	178	1	69	0	0	0	0	2	109
HEALTH, WELFARE SERVICES	39	1,747	0	0	0	0	2	128	37	1,543
HOSPITAL	2	113	0	0	0	0	0	0	2	113
LOCAL GOVERNMENT	3	26	0	0	0	0	0	0	3	26
MINING, QUARRYING	1	2	0	0	0	0	0	0	1	2
MUNICIPAL	1	6	0	0	0	0	0	0	1	6
PERSONAL SERVICES	3	101	0	0	0	0	0	0	3	101
RECREATIONAL SERVICES	1	6	0	0	0	0	0	0	1	6
RETAIL TRADE	4	406	0	0	0	0	0	0	4	406
STORAGE	1	13	0	0	0	0	0	0	1	13
WHOLESALE TRADE	1	53	0	0	0	0	0	0	1	53
OTHER SERVICES	109	4,986	1	20	1	15	0	0	107	4,943
OTHER NON-MANUFACTURING	20	568	0	0	0	0	1	52	19	516

Table 12

Employment Status of Employees in Bargaining Units Certified by Union
Fiscal Year 2003-04

	All Units		Full-time		Part-time		Full-time & Part-time		All Employees No Exclusion Specified	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Unions	301	11836	3	99	2	91	5	670	291	10976
AUTO WORKERS	1	42	0	0	0	0	0	0	1	42
BAKERY AND TOBACCO WORKERS	1	10	1	10	0	0	0	0	0	0
BOILERMAKERS	3	57	0	0	0	0	1	52	2	5
BREWERY AND SOFT DRINK WORKERS	3	142	0	0	0	0	0	0	3	142
BRICKLAYERS INTERNATIONAL	1	7	0	0	0	0	0	0	1	7
CANADIAN AUTO WORKERS	26	1,810	0	0	0	0	1	112	25	1,698
CANADIAN OPERATING ENGINEERS	2	58	0	0	0	0	0	0	2	58
CANADIAN UNION OF PUBLIC EMPLOYEES (CUPE)	23	976	1	69	0	0	1	16	21	891
CARPENTERS	12	62	0	0	0	0	0	0	12	62
CHRISTIAN LABOUR ASSOCIATION	9	1225	0	0	0	0	0	0	9	1225
COMMUNICATIONS, ENERGY AND PAPERWORKERS UNION OF CANADA	4	88	0	0	0	0	0	0	4	88
ELECTRICAL WORKERS (IBEW)	10	131	0	0	0	0	0	0	10	131
FOOD AND COMMERCIAL WORKERS	16	418	0	0	0	0	0	0	16	418
FOOD AND SERVICE WORKERS	1	20	0	0	0	0	0	0	1	20
HOTEL EMPLOYEES	8	196	0	0	0	0	0	0	8	196
INDEPENDENT LOCAL UNION	1	8	0	0	0	0	0	0	1	8
INTERNATIONAL OPERATING ENGINEERS	9	78	0	0	0	0	0	0	9	78
IWA – CANADA	10	293	0	0	0	0	0	0	10	293
LABOURERS	46	1409	0	0	0	0	0	0	46	1409
MACHINISTS	7	400	0	0	0	0	0	0	7	400
NEWSPAPER GUILD	3	44	0	0	0	0	0	0	3	44
OFFICE AND PROFESSIONAL EMPLOYEES	1	22	0	0	0	0	0	0	1	22
ONTARIO PUBLIC SCHOOL TEACHERS	1	49	0	0	0	0	0	0	1	49
ONTARIO PUBLIC SERVICE EMPLOYEES	17	521	1	20	1	76	0	0	15	425
ONTARIO SECONDARY SCHOOL TEACHERS	3	126	0	0	0	0	1	40	2	86
PAINTERS	6	73	0	0	0	0	0	0	6	73
PLUMBERS	12	90	0	0	0	0	0	0	12	90
RETAIL WHOLESALE EMPLOYEES	7	550	0	0	0	0	1	450	6	100
SERVICE EMPLOYEES INTERNATIONAL	11	391	0	0	1	15	0	0	10	376
STRUCTURAL IRON WORKERS	2	10	0	0	0	0	0	0	2	10
SHEET METAL WORKERS	4	82	0	0	0	0	0	0	4	82
TEAMSTERS	14	300	0	0	0	0	0	0	14	300
THEATRICAL STAGE EMPLOYEES	6	32	0	0	0	0	0	0	6	32
TRANSIT UNION (INTL.)	2	23	0	0	0	0	0	0	2	23
UNITED STEELWORKERS	14	1,664	0	0	0	0	0	0	14	1,664
OTHER UNIONS, INCLUDING EMPLOYEE ASSOCIATIONS	5	429	0	0	0	0	0	0	5	429

Table 13

Occupational Groups in Bargaining Units Certified by Industry
Fiscal Year 2003-04

	All Groups		Production & Related		Office Clerical & Technical		Professional		Sales		Other	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Industries	301	12,147	95	2,328	0	0	0	0	0	0	206	9,819
Manufacturing	28	2,528	12	525	0	0	0	0	0	0	16	2,003
FOOD, BEVERAGES	9	347	2	116	0	0	0	0	0	0	7	231
WOOD	1	19	0	0	0	0	0	0	0	0	1	19
NON-METALIC MINERALS	2	107	1	10	0	0	0	0	0	0	1	97
PRINTING, PUBLISHING	2	60	0	0	0	0	0	0	0	0	2	60
PRIMARY METALS	1	95	1	95	0	0	0	0	0	0	0	0
MACHINERY	1	3	1	3	0	0	0	0	0	0	0	0
TRANSPORTATION EQUIPMENT	1	450	0	0	0	0	0	0	0	0	1	450
OTHER MANUFACTURING	11	1,447	7	301	0	0	0	0	0	0	4	1,146
Non-Manufacturing	273	9,619	83	1,803	0	0	0	0	0	0	190	7,816
ACCOMODATION, FOOD SERVICES	13	263	4	93	0	0	0	0	0	0	9	170
CONSTRUCTION	64	598	54	482	0	0	0	0	0	0	10	116
EDUCATION, RELATED SERVICES	7	579	0	0	0	0	0	0	0	0	7	579
ELECTRICAL, GAS, WATER	3	178	1	69	0	0	0	0	0	0	2	109
HEALTH, WELFARE SERVICES	39	1,721	20	828	0	0	0	0	0	0	19	893
HOSPITAL	2	113	0	0	0	0	0	0	0	0	2	113
LOCAL GOVERNMENT	3	26	0	0	0	0	0	0	0	0	3	26
MINING, QUARRYING	1	2	0	0	0	0	0	0	0	0	1	2
MUNICIPAL	1	6	0	0	0	0	0	0	0	0	1	6
PERSONAL SERVICES	3	101	0	0	0	0	0	0	0	0	3	101
RECREATIONAL SERVICES	1	6	0	0	0	0	0	0	0	0	1	6
RETAIL TRADE	4	406	1	300	0	0	0	0	0	0	3	106
STORAGE	1	13	0	0	0	0	0	0	0	0	1	13
WHOLESALE TRADE	1	53	0	0	0	0	0	0	0	0	1	53
OTHER SERVICES	110	4,986	3	31	0	0	0	0	0	0	107	4,955
OTHER NON-MANUFACTURING	20	568	0	0	0	0	0	0	0	0	20	568

Table 14

Occupational Groups in Bargaining Units Certified by Union
Fiscal Year 2003-04

	All Groups		Production & Related		Office Clerical & Technical		Professional		Sales		Other	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Unions	301	11844	96	2328	0	0	1	26	0	0	203	9490
AUTO WORKERS	1	42	0	0	0	0	0	0	0	0	1	42
BAKERY AND TOBACCO WORKERS	1	10	0	0	0	0	0	0	0	0	1	10
BREWERY AND SOFT DRINK WORKERS	3	142	2	133	0	0	0	0	0	0	1	9
BOILERMAKERS	3	57	1	2	0	0	0	0	0	0	2	55
BRICKLAYERS INTERNATIONAL	1	7	1	7	0	0	0	0	0	0	0	0
CANADIAN AUTO WORKERS	26	1,810	4	226	0	0	0	0	0	0	22	1,584
CANADIAN OPERATING ENGINEERS	2	58	0	0	0	0	0	0	0	0	2	58
CANADIAN UNION OF PUBLIC EMPLOYEES (CUPE)	23	976	5	159	0	0	0	0	0	0	18	817
CARPENTERS	12	62	11	62	0	0	0	0	0	0	1	0
CHRISTIAN LABOUR ASSOCIATION	9	1225	2	26	0	0	0	0	0	0	7	1199
COMMUNICATIONS, ENERGY AND PAPERWORKERS UNION OF CANADA	4	88	1	27	0	0	0	0	0	0	3	61
ELECTRICAL WORKERS (IBEW)	10	131	8	100	0	0	0	0	0	0	2	31
FOOD AND COMMERCIAL WORKERS	16	418	2	20	0	0	0	0	0	0	14	398
FOOD AND SERVICE WORKERS	1	20	0	0	0	0	0	0	0	0	1	20
HOTEL EMPLOYEES	8	196	2	56	0	0	0	0	0	0	6	140
INDEPENDENT LOCAL UNION	1	8	0	0	0	0	0	0	0	0	1	8
INTERNATIONAL OPERATING ENGINEERS	9	78	3	23	0	0	0	0	0	0	6	55
IWA – CANADA	10	301	2	96	0	0	0	0	0	0	9	205
LABOURERS	46	1409	24	573	0	0	0	0	0	0	22	836
MACHINISTS	7	400	0	0	0	0	0	0	0	0	7	400
NEWSPAPER GUILD	3	44	0	0	0	0	0	0	0	0	3	44
OFFICE AND PROFESSIONAL EMPLOYEES	1	22	0	0	0	0	0	0	0	0	1	22
ONTARIO PUBLIC SERVICE EMPLOYEES	17	521	5	162	0	0	1	26	0	0	11	333
ONTARIO PUBLIC SCHOOL TEACHERS	1	49	0	0	0	0	0	0	0	0	1	49
ONTARIO SECONDARY SCHOOL TEACHERS	3	126	0	0	0	0	0	0	0	0	3	126
PAINTERS	6	73	4	26	0	0	0	0	0	0	2	47
PLUMBERS	12	90	6	46	0	0	0	0	0	0	6	44
RETAIL WHOLESALE EMPLOYEES	7	550	0	0	0	0	0	0	0	0	7	550
SERVICE EMPLOYEES INTERNATIONAL	11	391	2	44	0	0	0	0	0	0	9	347
SHEET METAL WORKERS	4	82	4	57	0	0	0	0	0	0	1	25
STRUCTURAL IRON WORKERS	2	10	1	6	0	0	0	0	0	0	1	4
TEAMSTERS	14	300	0	0	0	0	0	0	0	0	14	300
THEATRICAL STAGE EMPLOYEES	6	32	0	0	0	0	0	0	0	0	6	32
TRANSIT UNION (INTL.)	2	23	0	0	0	0	0	0	0	0	2	23
UNITED STEELWORKERS	14	1,664	6	477	0	0	0	0	0	0	8	1187
OTHER UNIONS, INCLUDING EMPLOYEE ASSOCIATIONS	5	429	0	0	0	0	0	0	0	0	2	429

Table 15

CERTIFICATION CASES TO VOTE, WITH APPLICATION DATES BETWEEN APRIL 1, 2003 AND MARCH 31, 2004

Number of Cases

Number of Days between application date and date vote held

	Under 5	5	6	7	8	9	10	11-15	16-20	Over 20	Total
Fiscal 03/04											
Industrial	2	332	11	10	6	1	2	9	-	-	373
Construction	4	91	119	68	11	2	-	3	-	-	298
Total	6	423	130	78	17	3	2	12	0	0	671

Percentage of Cases

Number of Days between Application date and date vote held

	Under 5	5	6	7	8	9	10	11-15	16-20	Over 20
Industrial	0.54	89.01	2.95	2.68	1.61	0.27	0.54	2.41	-	-
Construction	1.34	30.54	39.93	22.82	3.69	0.67	-	1.01	-	-

Summary

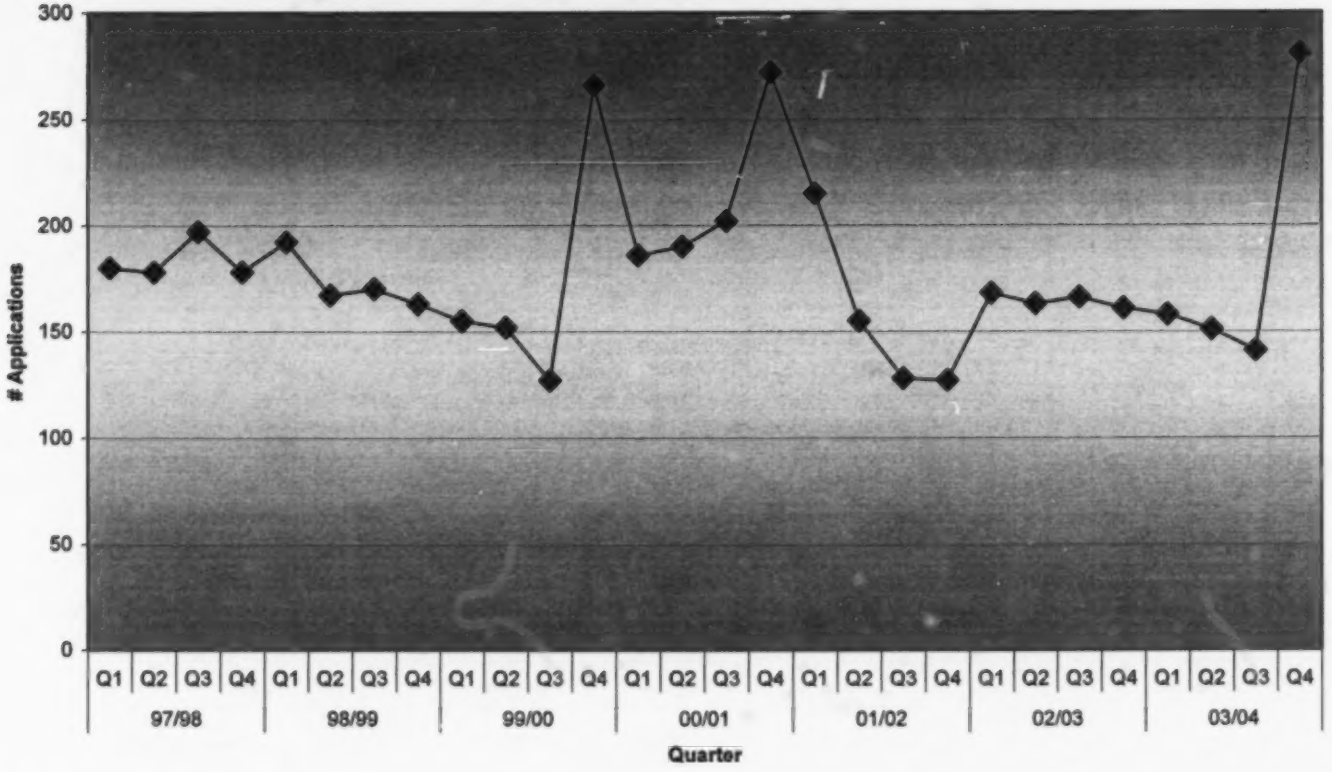
Percentages of votes held within

	5 days or less	7 days or less	10 days or less
Industrial	89.54	95.17	97.59
Construction	31.88	94.63	98.99

16A

New Certification Applications Received

By Quarter, April 1, 1998 to March 31, 2004



NEW CERTIFICATION APPLICATIONS RECEIVED
By Quarter, April 1, 1998 to March 31, 2004

Fiscal Year	1st	2nd	3rd	4th	TOTAL
97/98	180	178	197	178	733
98/99	192	167	170	163	692
99/00	155	152	127	266	700
00/01	186	190	202	272	850
01/02	215	155	128	127	625
02/03	168	163	166	161	658
03/04	158	151	141	281	731
TOTAL	1254	1156	1131	1448	4989

Table 17

TERMINATION CASES TO VOTE, WITH APPLICATION DATES BETWEEN APRIL 1, 2003 AND MARCH 31, 2004

Number of Cases

Number of Days between application date and date vote held

	Under 5	5	6	7	8	9	10	11-15	16-20	Over 20	Total
Fiscal 03/04	-	42	17	6	5	2	1	3	-	-	76

Percentage of Cases

Number of Days between Application date and date vote held

Under 5	5	6	7	8	9	10	11-15	16-20	Over 20
-	55.26	22.37	7.89	6.58	2.63	1.32	3.95	-	-

Summary

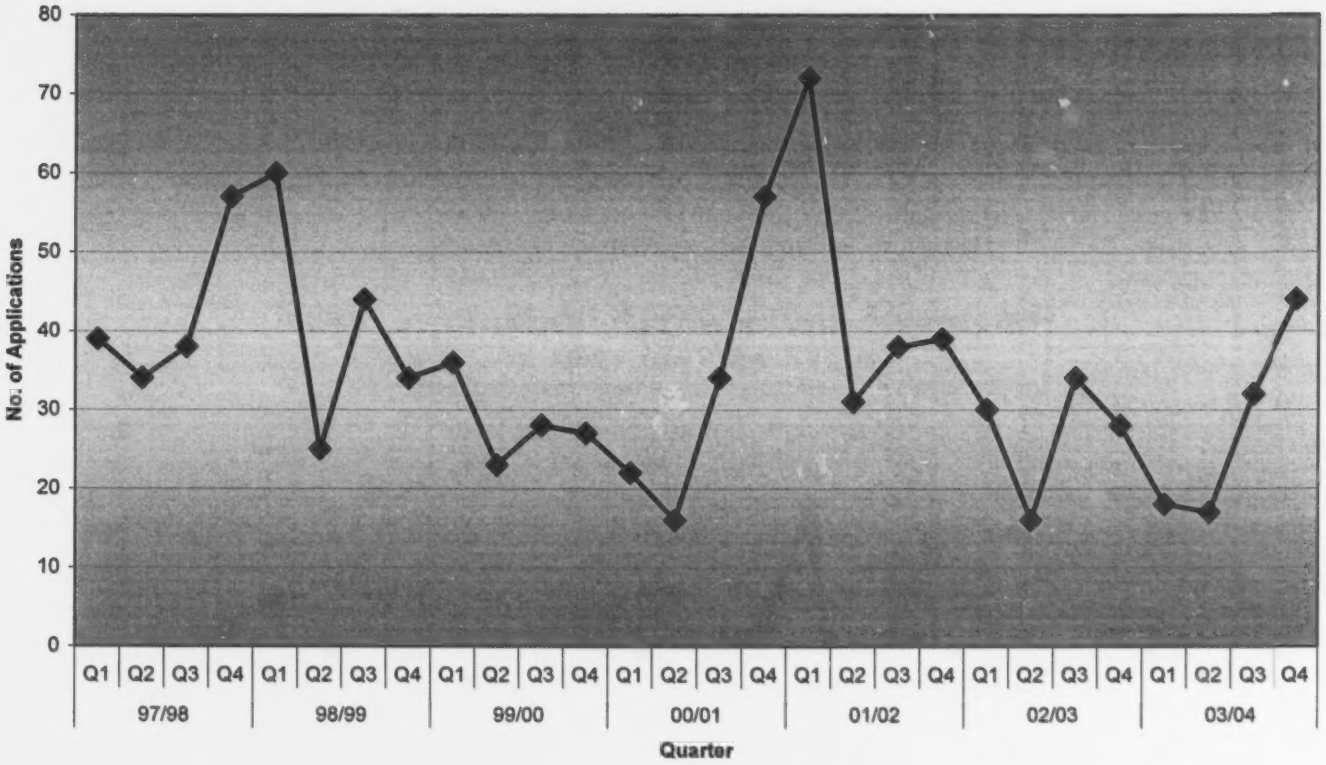
Percentages of votes held within

5 days or less	7 days or less	10 days or less
55.26	85.53	96.05

18A

New Termination Applications Received

By Quarter, April 1, 1998 to March 31, 2004



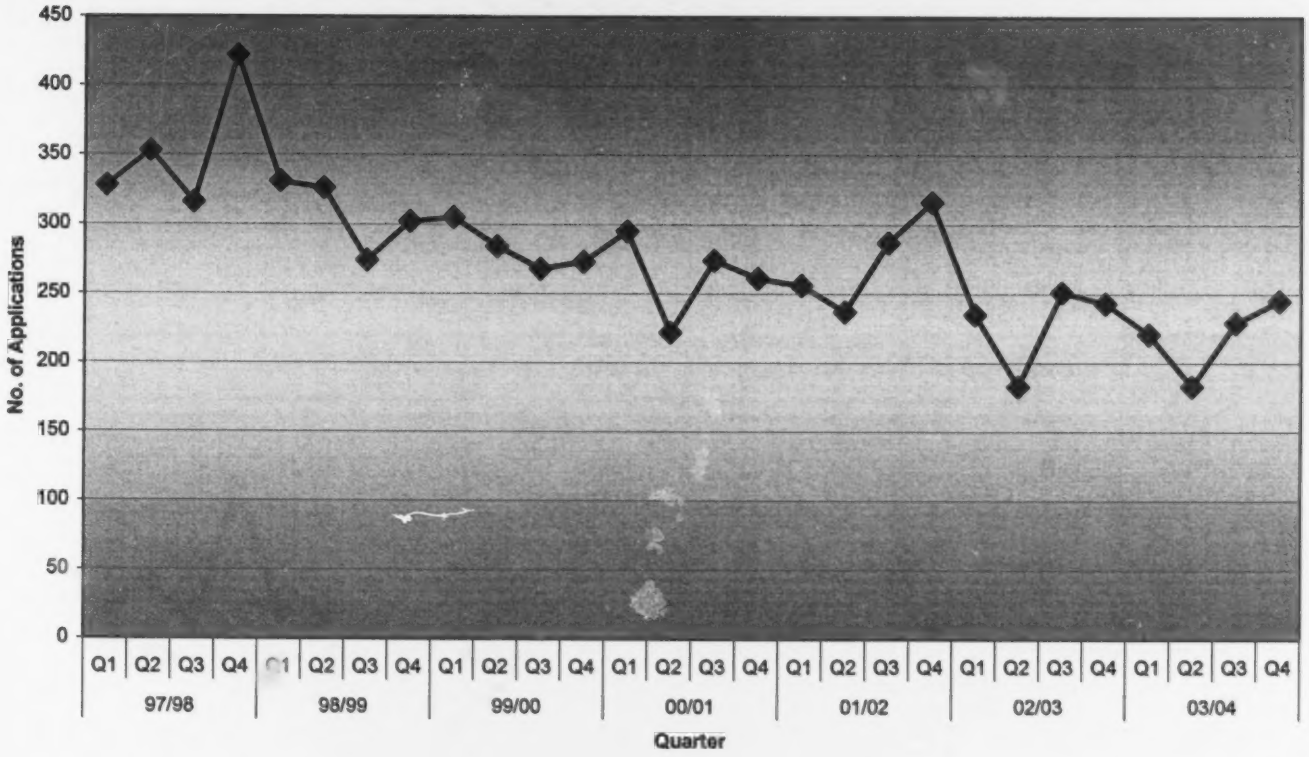
NEW TERMINATION APPLICATIONS RECEIVED
By Quarter, April 1, 1998 to March 31, 2004

Fiscal Year	1st	2nd	3rd	4th	TOTAL
97/98	39	34	38	57	168
98/99	60	25	44	34	163
99/00	36	23	28	27	114
00/01	22	16	34	57	129
01/02	72	31	38	39	180
02/03	30	16	34	28	108
03/04	18	17	32	44	111
TOTAL	277	162	248	286	973

19A

New Unfair Labour Practice Applications Received

By Quarter, April 1, 1998 to March 31, 2004



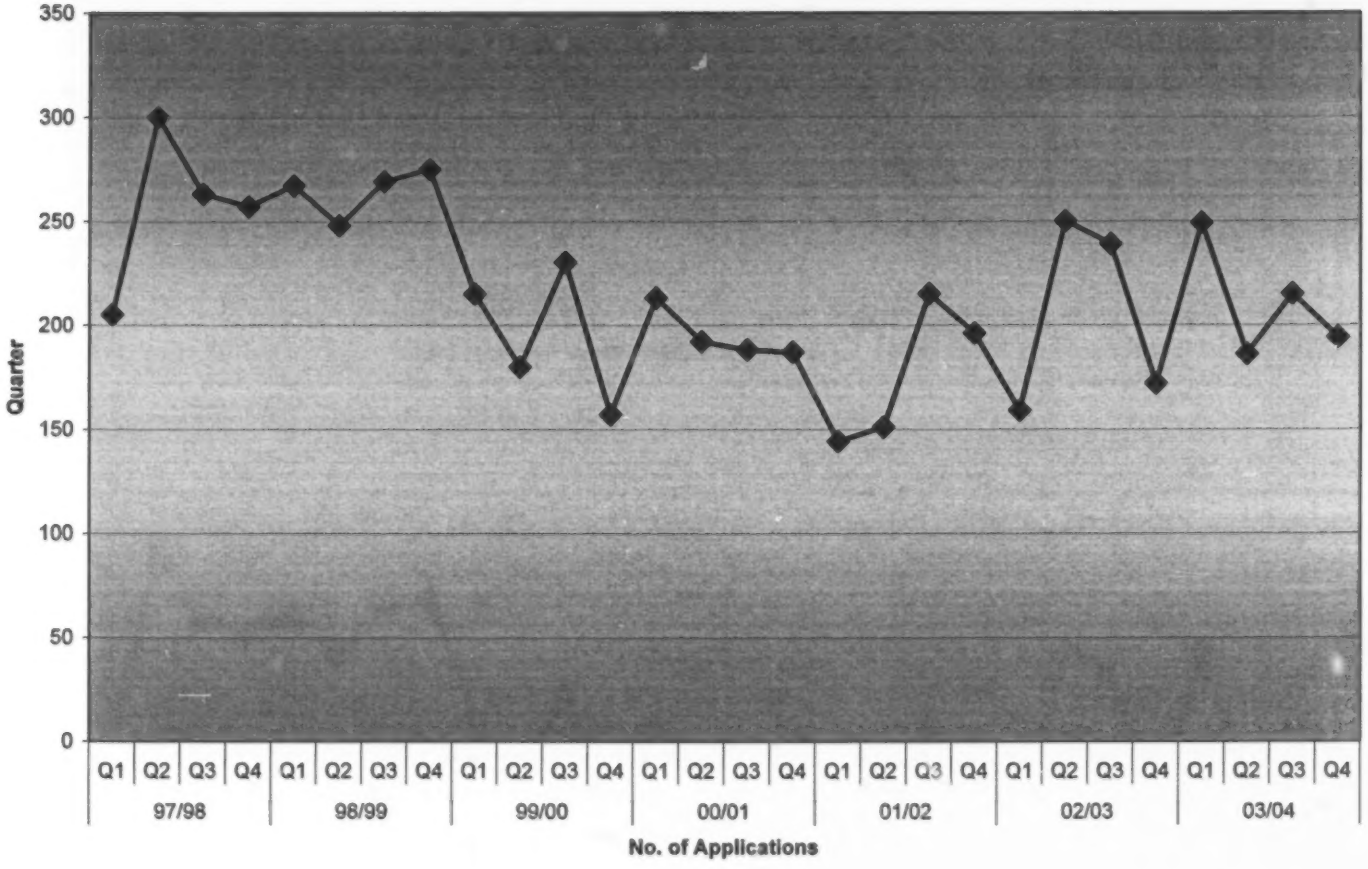
NEW UNFAIR LABOUR PRACTICE APPLICATIONS RECEIVED
By Quarter, April 1, 1998 to March 31, 2004

Fiscal Year	1st	2nd	3rd	4th	TOTAL
97/98	328	353	316	422	1419
98/99	331	326	274	302	1233
99/00	305	284	268	273	1130
00/01	295	222	274	261	1052
01/02	256	237	287	316	1096
02/03	235	183	251	243	912
03/04	221	183	229	245	878
TOTAL	1971	1788	1899	2062	7720

20A

New Construction Industry Grievances Applications Received

By Quarter, April 1, 1998 to March 31, 2004

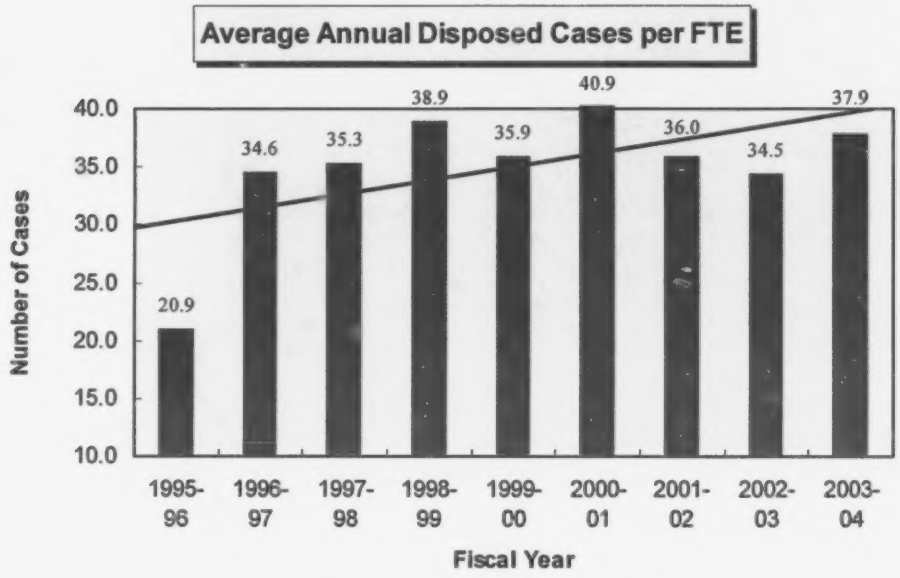


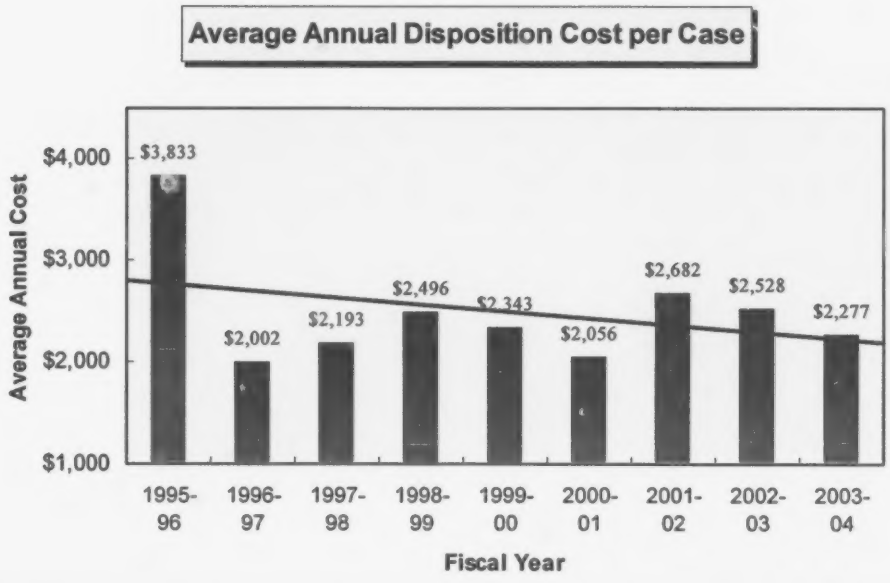
NEW CONSTRUCTION INDUSTRY GRIEVANCE APPLICATIONS RECEIVED
By Quarter, April 1, 1998 to March 31, 2004

Fiscal Year	1st	2nd	3rd	4th	TOTAL
97/98	205	300	263	257	1025
98/99	267	248	269	275	1059
99/00	215	180	230	157	782
00/01	213	192	188	187	780
01/02	144	151	215	196	706
02/03	159	250	239	172	820
03/04	249	186	215	194	844
TOTAL	1452	1507	1619	1438	6016

OLRB Case Management Efficiencies 1995-2004

Each year the Board undertakes an analysis of its case management efficiencies and reports back on its annual disposition costs. The analysis reviews the number of cases disposed of per FTE (full time employee) and the average annual cost per case calculations and compares the results against the previous fiscal years.





III OLRB – Measuring Performance – Achieving Goals

Each year the OLRB provides a broad accountability of progress achieved on our core performance measures. We take each of our goals and track progress on a series of performance measures designed to assess whether the Board is measuring up to corporate standards and progra .n targets/commitments.

Measure	Standard / Target	2003-2004 Commitments	2003-2004 Achievements
Quality Service (Corporate) Measures: Degree of compliance with OPS-wide Common Service Standards	80% overall compliance with telephone standard	80% overall compliance with telephone standard	**Actual: Exceeded corporate commitment – 90%** *As verified by internal OLRB survey
	Correspondence will be answered, on average, within 15 days	Correspondence will be answered, on average, within 10 days	**Actual: Exceeded corporate commitment** - avg. 1.5 days *Verified by internal OLRB correspondence log
Fiscal Measures: % variance between year end allocation and expenditure	Less than 2% variance between year end allocation and expenditure	Less than 2% variance between year end allocation and expenditure	**Actual: Exceeded commitment** - 6.0% (positive) variance *As verified by MOL 2003/2004 Approved budget = 11,586.0 Actual expenditure = 11, 510.5
Program Effectiveness Measures: Meet legislated time lines	100% of certification votes (industrial) within 5-7 days of application	Standard adjusted (from 1999) to: 90% cert. votes held within 5-7 days. 95% held within 7-10 days Adjusted standard to 5% or less held within more than 10 days	**Actual: Exceeded commitment** 95.0% of votes held within 5-7 days or less **Variance from commitment-** 98.0% of votes held within 7-10 days or less 2.0 % of votes held in more than 10 days **Variance attributable to collateral litigation/issues/agreements of the parties
% of cases with outstanding decisions	No more than 2% of adjudicators' cases going to hearing have decisions outstanding more than 6 months	No more than 2% of adjudicator's cases going to hearing have decisions outstanding more than 6 months	**Actual: Exceeded commitment** No cases.
% of LRA cases settled by mediation % of ES and HS appeal cases settled by mediation	80% of LRA cases settled through mediation ES cases = 70% HS cases = 70%	80% of LRA cases settled through mediation ES cases = 70% HS cases = 70%	**Actual: Exceeded commitment – avg. 88.6%** *Based on completed case activity in certification plus unfair labour practices. **Actual: Exceeded commitment –** ES – 81.0% (981 of 1211) HS – 96% (143 of 149)
% of judicial reviews upheld	100% of judicial reviews upheld Board decision	100% of judicial reviews upheld Board decision	**Actual: 80%** *Based on 25 disposed cases: 2 granted, 12 dismissed, 11 abandoned.
Timeliness of information Measures:	Monthly publication of "Highlights" Bulletin within 10 days of the end of each month and bi-monthly reports within 2-4 weeks of month-end	Publish "Highlights" Bulletin within 2-3 weeks of month-end	**Actual: Meeting commitment** *Periodic variances attributed to printing delays etc.
Publications		Publish bi-monthly Reports within 6-8 weeks of month-end	**Actual: Meeting commitment** *Periodic variances attributed to publishing/translation delays
Annual Report	Annual publication of OLRB annual report within 12 weeks of the end of the fiscal year	Annual publication of OLRB annual report within 90 days fiscal year end	**Actual: Meeting commitment**

88.2% (744 of 844) S. 133 grievance referrals listed for hearing within 14 days (based on parties waiving time limits in10% of cases); 81.8% (9 of 11) First Contract Direction applications listed for hearing within 30 days of application date (based on party adjournments to initial hearing dates in 20% of cases).

IV OLRB - Financial Performance – Managing the Dollars

The OLRB is established as an independent administrative tribunal, and operates at arm's length from the Ministry of Labour. However, from a budgetary perspective, the OLRB is an Adjudicative Agency accountable to the Minister of Labour. The Board's annual operating budget is part of the Ministry's estimates and allocation process and the Board is required to report quarterly on its expenditures and planned commitments.

The Deputy Minister of Labour has delegated authority for specific financial and administrative transactions to the Chair of the Board, the Director and Managers.

The OLRB is subject to audit review and expenditure constraints and its managers are accountable for following established management practices and using public resources for authorized purposes.

Fiscal Year – 2003/2004
All figures in $000.0 thousand

Account	Approved Budget Estimates*	Total Actual Expenditure	Variance	% of Variance	Explanation
Salaries & Wages	7,769.6	7,233.7	+535.9	7%	Vacancy savings (MOL and OLRB)
Benefits	675.3	935.6	-260.3	3.8%	Ministry Allocation
Transp. & Comm.	916.6	640.9	+275.7	30%	Travel Savings
Services (incl. Lease)	2,175.5	2,595.5	-420.0	19%	IT and Shared Services pressures
Supplies & Equipment	49.0	104.8	-55.5	113%	Ministry Allocation
Total ODOE	3,141.1	3,341.2	-200.1	6%	
Total ***	**11,586.0**	**11,510.5**	**+75.5**	**6%**	

*** Approved Estimates ** Total Actual Expenditures including lease costs ***Savings used to offset costs/expenditures**

Revenues Generated From:	Forecast	Total Actual Revenue	Variance	% of Variance	Explanation
Construction Grievances	350.	397.9	+47.9	13%	Increased economic activity in ICI and residential construction industry
Subscriptions	50.	49.7	-.3	-	
Total	**400.**	**447.6**	**+47.6**	**11.9%**	